

Substitute for Form 1449/PTO

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

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**Complete If Known**

Application Number	10/021,877
Filing Date	12/14/2001
First Named Inventor:	Lurie
Art Unit	2463 3623
Examiner Name	L.KRISCIUNAS <i>(Handwritten)</i>
	Not yet assigned

Sheet 1 of 1 Attorney Docket Number 4704.P020

U.S. PATENT DOCUMENTS

Examiner Initials*	Cite No. ¹	Document Number		Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
		Number-Kind Code ² (if known)				
JK		US-	6,404,864 B1	06-11-2002	Evslin, et al.	
JK		US-	6,310,941 B1	10-30-2001	Crutcher, et al.	
		US-	6,304,637 B1	10-16-2001	Mirashrafi, et al.	
		US-	6,298,056 B1	10-02-2001	Pendse	
		US-	6,212,192 B1	04-03-2001	Mirashrafi, et al.	
		US-	6,199,096 B1	03-06-2001	Mirashrafi, et al.	
		US-	6,144,670	11-07-2000	Sponaugle, et al.	
		US-	5,987,102	11-16-1999	Elliott, et al.	
↓		US-	5,889,774	03-30-1999	Mirashrafi, et al.	
		US-	5,453,352	09-26-1995	Tachibana	
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FOREIGN PATENT DOCUMENTS

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		Country Code ⁴ Number ⁵ Kind Code ⁶ (if known)				

Examiner Signature

Dinda Krisciunas

Date Considered

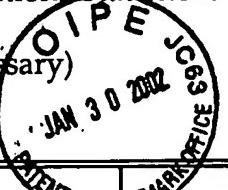
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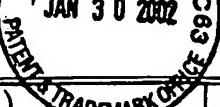
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Form PTO-1449 (Modified)				Atty Docket No.: 4704P020	Application No.: 10/021,877			
List of Patents and Publications Statement (Use several sheets if necessary) 				Applicants: Steven Lurie				
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REFERENCE DESIGNATION				U.S. PATENT DOCUMENTS				
Exam. Initia 1	No.	Date	Document Number	Name	Class	Sub- Class	Filing Date	
<i>dk</i>			6,058,379	Odom, et al				
			6,035,021	Katz				
			6,026,148	Dworkin, et al.				
			6,014,644	Erickson				
			5,991,394	Dezonno, et al.				
			5,982,863	Smiley, et al.				
			5,940,471	Homayoun				
			5,924,082	Silverman, et al.				
			5,914,951	Bentley, et al.				
			5,907,677	Glenn, et al.				
<i>v</i>			5,893,077	Griffin				
FOREIGN PATENT DOCUMENTS								
Exam. Initia 1	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans- lation
<i>dk</i>		WO 98/38558	9/3/98	PCT Application				
		WO 98/13765	4/2/98	PCT Application				
		WO 98/02835	1/22/98	PCT Application				
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<i>v</i>		JP409319812A	12/12/97	Japan Application Taniguchi, et al.				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
<i>dk</i>		The Voice of Technology, Credit World, pp 20-23, Jul 1994						
		Telecommunications Buyers Guide and Directory, Editor & Publisher, pp 29TC-38TC, Feb 1994						
		Aspect Telecomm: Aspect Integrates the Web into the Call Center, M2 Presswire, Aug 1996						
<i>v</i>		Information, Bid and Asked, Forbes, 20 Aug 1990, 92						
Examiner	<i>Linda Kruicunas</i>		Date Considered <i>Jan 20, 2006</i>					
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Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
<i>LK</i>			5,884,282	Robinson				
			5,884,272	Walker, et al.				
			5,884,032	Bateman, et al.				
			5,870,744	Sprague				
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			5,862,223	Walker, et al.				
			5,850,433	Rondeau				
			5,835,896	Fisher, et al.				
			5,825,876	Peterson, Jr.				
			5,825,869	Brooks, et al.				
<i>↓</i>			5,819,285	Damico, et al.				
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Exam. Initial	No.	Document No.	Date	Country	Name	Class	Sub-Class	Trans-lation
<i>LK</i>		JP409233441A	9/5/97	Japan Application				
<i>LK</i>		WO 98/04061	1/29/98	PCT Application				
<i>LK</i>		GB 2329046A	10/3/99	UK Patent Application				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
<i>LK</i>		Attachmate Ready to Answer 'Net questions, Network World, 8 Apr 1996, 37						
		US Courts to Launch First Federal 900 Service, Federal Computer Week, 28 Sep 1992, 8						
		Company Devoted to Hot-Line Support, Computer Reseller News, 21 Oct 1991, 48						
		For Telesphere's Clients, Dial '1-900 TUF LUCK', Business Week, 9 Sep 1991, 88						
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Exam. Initial	No.	Date	Document Number	Name	Class	Sub-Class	Filing Date	
ZK			5,819,271	Mahoney, et al.				
			5,819,267	Uyama				
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			5,812,769	Graber, et al.				
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			5,794,221	Egendorf				
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			5,768,521	Dedrick				
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V			5,740,231	Cohn, et al.				
			5,724,424	Gifford				
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
ZK		When Business Plan and real World Clash, Wall Street Journal, 9 June 1999, B1						
		Hidden Cost of Tech Support, PC World, May 1995, 143						
		NetBazaar: Networked Electronic Markets for Trading Computation and Information Services, ECDL 1998 - Research and Advanced Technology for Digital Libraries, 839						
		Multimedia Collaborative Remote Consultation Tools via Gigabit WAN in Teleradiology, IEEE 1994 Phoenix, 417						
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✓			5,722,418	Bro				
			5,721,763	Joseph, et al.				
			5,718,247	Frankel				
			5,717,860	Graber, et al.				
			5,715,314	Payne, et al.				
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			5,710,887	Chelliah, et al.				
			5,694,549	Carlin, et al.				
			5,638,432	Wille, et al.				
			5,634,012	Stefik, et al.				
✓			5,602,905	Mettke				
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OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
✓		Multimedia Communication in a Medical Environment, IEEE 1991 Singapore I.C. on Networks, 166						
✓		A New Teleconsultation Terminal System Using ISDN, NTT Review, July 1991, 37						
✓		MiniPay: Charging Per Click on the Web, CNISDN, 1997 v29, 939						
✓		Caring for Customers: Real-time text chat and telephony provide personalized customer support and turn queries into sales leads, Internet World Media, September 1999						
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Exam. Initial	No.	Date	Document Number	Name	Class	Sub- Class	Filing Date	
<i>lk</i>			5,590,197	Chen, et al.				
			5,555,298	Jonsson				
			5,539,735	Moskowitz				
			5,537,314	Kanter				
			5,359,508	Rossides				
			5,347,632	Filepp, et al.				
			5,325,424	Grube				
			5,319,542	King, Jr. et al.				
			5,148,474	Haralambopoulos, et al				
			5,058,152	Solomon, et al.				
<i>v</i>			4,751,669	Sturgis, et al.				
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				-				
				-				
OTHER ART (Including Author, Title, Date, Pertinent Pages, etc.)								
<i>lk</i>		Kiyoshi Kabeya, Akihiro Tomihisa and Sueharu Miyahara, "A New Teleconsultation Terminal System Using ISDN," NTT Review, Vol. 3, No. 4, July 1991, Pages 37-43.						
<i>/</i>		Masahiko Hase, Shuji Kawakubo and Mineo Shoman, "Advanced Videophone System Using Synchronized Video Filing Equipment," NTT Review, Vol. 3, No. 4 July 1991, Pages 29-36.						
		Franco Mercalli and Roberto Negrini, "The ESSAI Teleshopping System: An Example of a Broadband Multimedia Application," Publication No. 0-7803-1820-X/94, IEEE, 1994, Pages 572-576.						
<i>v</i>		Abhaya Asthana and Paul Krzyzanowski, "A Small Domain Communications System for Personalized Shopping Assistance," Proceedings of ICPWC'94, Publication No. 0-7803-1996-6/94, IEEE, 1994, Pages 199-203.						
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JK			6,026,400	Suzuki				
1			5,860,068	Cook				
			5,497,502	Castille				
			5,734,961	Castille				
			5,832,523	Kanai, et al.				
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			5,987,430	Van Horne, et al.				
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1		L. F. Ludwig and D.F. Dunn, "Laboratory for Emulation and Study of Integrated and Coordinated Media Communication," Conference on Office Information Systems, March 23-25, 1988, Sponsored by ACM SIGOIS and IEEECS TC-OA in cooperation with IFIP W.G. 8.4, Pages 283-291.						
		E.J. Addeo, A.B. Dayao, A.D. Gelman and V.F. Massa, "An Experimental Multi-Media Bridging System," Frontiers in Computer Communications Technology, Computer Communications Review, Vol. 17, No. 5, August 11-13, 1987, Pages 236-242.						
		ISDN Tutorial:Definitions, http://www.ralphb.net/ISDN/defs.html , printed on April 21, 2000.						
V		ISDN Tutorial: Interfaces, http://www.ralphb.net/ISDN/iface.html , printed on April 21, 2000.						
Examiner	<i>Linda Kruscunas</i>			Date Considered <i>Jan 20 2006</i>				
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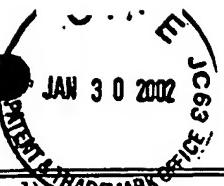
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<i>LK</i>			5,809,145	Slik, et al.				
			5,675,734	Hair				
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<i>V</i>			5,619,148	Guo				
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<i>LK</i>		"USA Global Link Brings Interactively to Internet Shopping", Business Wire., 10/98						
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		"TriNet's, Help Me, I'm Stuck, Internet Voice Button Services Pushes Web Pages to Online Users", Business Wire, 3/98						
		Tehrani, Rich, "e-Rip Van Winkle and the 60 second Nap", Call Center Solution, Vol. 18, No. 2, Pages 16(3), 8/99						
<i>↓</i>		"Netcall Internet Call Buttons Enhance E-Commerce Customer Service and Sales", PR Newswire, Page 7431., 8/99						
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<i>SL</i>		<i>3/14/97</i>	6,026,087	Mirashrafi et al.				
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		Davey, Tom, "Wheeling and Dealing Online", PC Week, Vol. 13, No. 45, Pages 1, 129., 11/96						
		Collett, Stacey & Julie King, " Why Online Browsers Don't Become Buyers", Computerworld, Vol 33, No 48, Page 14						
		Information about Expertcity.com retrieved from the Internet [URL: http://www.expertcity.com] on April 9, 2000						
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<i>dk</i>		Jeff Peline, "Net Firm to Connect Users by phone", CNET News.com, [retrieved from http://news.cnet.com on October 24, 2001]						
<i>dk</i>		"Keen.Com Launches First Live Answer Community", Press release retrieved from http://www.keen.com on October 24, 2000						
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